

## ADDITIONAL CLARIFICATION QUESTIONS

1. Please describe “bonded courier” requirements.

**Answer: The Clerk requires that the courier be licensed to operate in Illinois.**

2. How many days from receipt must a proposal remain firm?

**Answer: all Bids must be firm for at least 120 calendar days from the due date of the Bid.**

3. Are case jackets to be scanned as well as the documents?

**Answer: Yes, the front of the case jackets should be scanned.**

4. Does file re-assembly require placing document dividers back into the file?

**Answer: No, the Clerk does not require placing document dividers back into the file.**

5. Does the County want files imaged at a case-level, or are there multiple documents-types, and separate images needed per file?

**Answer: Yes, case level images, with page/size limits so larger cases may have multiple images.**

6. What sensitive material might exist in a file?

**Answer: Cases may be impounded or sealed; in which case to case image meta-data should indicate as such. Judges notes may exist in a case file, per the RFP, describe your procedures for handling in your response. It is unlikely, but possible evidence, as opposed to a court filed document, may exist in a case file, per the RFP, describe your procedures for handling in your response.**

7. What are the exact file re-assembly requirements?

**Answer: Documents should be placed back in case files. Reattachment of documents is not required. Document dividers can be removed.**

8. What are the image/dpi/color requirements?

**Answer: Black and white, 300 dpi.**

9. Does the County prefer PDF or TIFF?

**Answer: The Clerk prefers TIFF**

10. What level of QC are you expecting (100%, else)?

**Answer: 100%**

11. Please provide a meta-data file example.

**Answer: Meta-data minimum requirements have been specified in the RFP. We are flexible as to the exact format as long as it is consistent.**

12. Are case numbers required to be double-keyed?

**Answer: this is a vendor decision. Our requirement is the case number be 100% accurate.**

13. Does the County desire a proof of concept and pricing before the full project or are you asking for an acceptance test as part of the development process?

**Answer: We ask for an acceptance test of a small set or sets of data early on in the project.**

14. Will all records be related to a readily identifiable and unique case number?

**Answer: Yes**

15. Vendor scanning costs vary depending on the number of documents per file. Can vendor pricing include a menu of per-image rates that differ depending on file document counts?

**Answer: Yes**

16. Can pricing contain a per image flat rate for standard scanning and other rate(s) for exceptional scanning?

**Answer: Yes**

17. Can pricing include per-image rates, an estimated total cost, and a worst-case not to exceed amount?

**Answer: Yes**

18. Is the County considering out of state vendors so long as secure transport protocols are demonstrated and access to vendor-held documents is available?

**Answer: Yes**

19. Is a 3-part scan allowable (bitonal, color, confidential)?

**Answer: Yes**

20. Can billing be monthly based on actual processed images?

**Answer: Yes**

21. Please further define offsite storage requirements.

**Answer: In general, vendor storage facilities must be secure and well organized. Describe key facility characteristics.**

22. What Level of professional qualifications are required for vendor consideration?

**Answer: The Clerk requires the company to have substantial public sector experience in performing work of a similar nature and scope, to that solicited in the RFP.**

23. Aside from cropping/straightening. Is de-speckling, water mark removal, etc. required?

**Answer: Yes, but only if needed to make the document image legible.**

24. Please describe how the papers within each case file are contained? Will the vendor be required to remove paper clips, staples, and rubber bands as part of our preparation? Will these fasteners need to be reattached when scanning is finished or putting them back in order is sufficient?

**Answer: Yes, there are documents with staples and fasteners. Documents do not need to be reassembled, but they do need to be returned into case jackets for return to the County.**

25. Should secure documents be provided as separate PDF file or remain as part of the original case file?

**Answer: If a non-secure case has any secure documents (unlikely) the secure documents must be imaged separately and indicated as secure in metadata.**

26. Is it expected that the vendor will repair damaged files/documents before scanning?

**Answer: Yes**

27. You indicate the need to "requests for files or documents to be returned"-how many requests do you anticipate weekly?

**Answer: Fewer than 1 per week, these are very old files for which access being needed is unlikely.**